

# HRMS Professional Support and Password Reset Process

## **Employee or Agency:**

1. Contacts DOP Service Center via phone or e-mail.
  - a. The subject line in the e-mail should read – **Professional User Security Request**
2. For password reset, provides:
  - a. UserID (Personnel Number or Portal UME)
  - b. Which HRMS System (HCM, BI, Portal)
  - c. Contact information

Note: Portal LDAP account passwords are not reset by HRMS Central Security.

3. For support, provides the above information **plus** details to help identify the problem:
  - a. What you were doing or trying to access when the problem occurred
  - b. Error message received
  - c. Screen prints

## **HRMS Service Center:**

4. Creates ticket for HRMS Central Security.

## **HRMS Central Security:**

5. If request is from a work e-mail:
  - a. No verification is required
6. If request is from a personal e-mail or phone:
  - a. Verification is required
  - b. If unable to contact professional user, HRMS Central Security will not complete request until verification is completed
  - c. If unsuccessful after the 2nd attempt to contact the professional user the ticket will be closed
7. Completes the request and notifies the professional user of resolution and/or new password.

**Note:** If a resolution of an issue requires a role assignment, the ticket will be closed and the user will be referred to agency Security Requestor to initiate the HRMS Professional Access Request Process.